



## Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency  
3 Brumalia Road, Mandeville, Manchester, Jamaica WI  
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Website: [www.srha.gov.jm](http://www.srha.gov.jm)

The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health & Wellness responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position in the **ST. ELIZABETH HEALTH SERVICES**:

### **CUSTOMER CARE ASSISTANT (GMG/AM 1)**

(Salary range \$1,439,455 - \$ 1,935,907 per annum and any allowance (s) attached to the post)

#### **Job Summary:**

Under the general supervision of the Parish Administrative Officer, the incumbent operates multi-line telephone system to answer incoming calls, directs callers to appropriate personnel; receive, log and distributes incoming mail to the various department; provide information/guidance to clients/visitors.

#### **Qualification and Experience:**

- Minimum five (5) subjects at *CXC/GCE O'Level* inclusive of English Language.
- Training in switchboard operating techniques.

#### **Plus**

- A minimum of two (2) years' experience in PBX operations.

#### **Key Responsibilities:**

- Receives incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
- Place outgoing calls; ensure that a log is kept of all mobile and overseas calls.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Answers questions about the organization and provides callers with address, directions, and other information.
- Receive, log and distribute incoming mail/documents to the relevant departments.
- Hold outgoing mail/documents to be collected. Ensure that log is signed.

- Type miscellaneous documents for the department.
- Operate the electronic door.
- Ensure that the furniture in the lobby are neatly arranged and the area is kept tidy and inviting.

**Specific Knowledge/Skills Required:**

- Working knowledge of office procedures
- Must be polite and courteous while answering the phone
- Active listening skills
- Well developed human relations skills.
- Good oral communication skills.
- Good time management skills.
- PC operating skills (spreadsheets, word processing, and/or other data base applications).

Applications along with resume should be sent **no later than April 15, 2024** to:

The Senior Human Resource Officer  
St. Elizabeth Health Department  
1 Brigade Street  
Black River, St. Elizabeth  
E-Mail - [sehdpersonneldept@gmail.com](mailto:sehdpersonneldept@gmail.com)

**NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.**